

Exelon Generation Wind Park - Complaint Resolution Process - Huron County, Michigan

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Exelon Generation values its relationship with the community that hosts its wind energy projects. The goal of this process is to ensure that concerns expressed by community members are addressed in a timely, thorough and professional manner. This process is developed in accordance with ordinance Article X, Section 7.01 (adopted May 11, 2010, effective June 1, 2010) of the Huron County Board of Commissioners.

Emergency Events

In the event of an emergency related an Exelon Generation the Wind Generation Site, please call 911 and the Exelon Wind Operations and Maintenance (O&M) Manager Chris Higgins at (515) 494-2960. For non-emergency complaints, please follow the process below.

Complaint/Resolution Process

For complaints and questions regarding an Exelon Generation Wind Park, please call our toll-free hotline at 1-855-392-9463. Calls to this hotline will be returned within 48 hours, excluding weekends and federal holidays. All complaints initiated by phone or in person to the Wind Park's O&M Manager must be followed up in writing.

Please explain in writing the issue complained of in sufficient detail, including the first date/time the issue began, so that the Wind Park's Operations Team can understand the nature and location of the concern. Furthermore, if there is a specific resolution to the issue that is being requested, please include those details in the written document as well.

Written complaints should be submitted in writing to the following address:

Exelon Wind Operations and Maintenance Center
c/o Exelon Wind LLC
Attn: Complaint
4601 Westown Parkway, Suite 300
West Des Moines, Iowa 50266

Please provide contact information for the complainant, including a complete first and last name, phone number and address. If the complainant is a participant in the project under the name of a corporate or legal entity, such as a trust, please include the name of the entity as well. The Exelon Wind Operations and Maintenance Center shall respond in writing within 30 days of receipt of a written complaint.

A resident or property owner affected by an Exelon Generation Wind Park may file a complaint concerning the project by completing the attached form and submitting the completed form to the Huron County Zoning Administrator. A copy of the form may also be included with the written complaint to the Exelon Wind Operations and Maintenance Center.

The Huron County Zoning Administrator shall supply the form to the Exelon Wind Operations and Maintenance Center using the address shown above. Once the issue is closed, a copy of the completed form will be returned to the Huron County Zoning Administrator.

A record of the complaints received and resolution, if applicable, of the complaints shall be maintained by Exelon Generation. The record will include steps implemented to resolve complaints.

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HURON COUNTY, MICHIGAN

SECTION 1: COMPLAINT FILING		
Date of Complaint:		
Name and Address of Complainant:		
	Print Name	Address and Telephone Number
Detailed Description of Complaint:		
SECTION 2: COMPLAINT VALIDATION		
Date Received by Huron County Zoning Administration:		
Date Received by Wind and Solar Operations and Maintenance Center:		
<i>The following item must be completed by Wind and Solar Operations and Maintenance Center</i>		
Circle one.		
Complaint is:	Valid	Potentially Valid
		Not Valid
Name of Individual Validating Complaint:		
SECTION 3: MITIGATION ACTIVITIES		
Detailed Description of Mitigation Activities:		
Name of Individual Providing Description of Mitigation Activities (Print):		
Signature:		
Date:		